

Electronic Plan Review Survey Results

THE PROSPECT OF ELECTRONIC PLAN REVIEW IS OVERWHELMINGLY POPULAR!

Our survey consisted of ten questions, to assess our customer's desire to see electronic plan review become a reality.

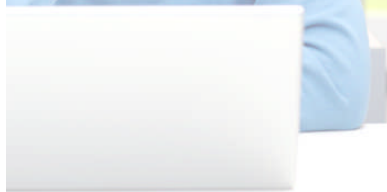
Your voices have been heard! We received a positive response rate of 93.4% from over 100 respondents in the community.



What the community is saying:

"I think it will help with saving fuel cost as well. Our company is about 4 yrs old now and growing despite current economic situation and wherever we can be efficient it will help us be a better company."

"Printing numerous sets of plans and having them hand delivered is a huge cost for our clients. Occasionally plans get lost as well. I think this would save a lot of time and money and also be much more environmentally friendly."



This solution provides numerous benefits to our stakeholders as well as the City of San Antonio, including:

- Reduced plan review cycle time
- Reduced paper usage
- Elimination of multiple trips back and forth to the One-Stop service center
- Better communication of plan reviewer's hold comments
- Valuable time saved can be dedicated to development instead of bureaucracy

"Great work. Thanks for continuing to improve your processes."

"Anything to cut down on printing costs and speed up review would be good in my opinion."

I think this would be a great advantage to us for submitting and resubmitting plans. For the obvious reasons: time, money & convenience."

"The use of electronic review would be convenient and time saving. We could submit plans for review without having to send someone in and wait their turn for input. We understand the review and input process would be the same but it would be less cost to our clients without having to pay for prints and someone's time and travel to deliver plans for review."



PROPOSED TIMELINE

Our pilot program will begin in May, going through September of this year. During that time, we will be testing the solution and developing processes.



Our goal is to build a program that is in the best interest of the community and the City. We will be looking for volunteer organizations to participate in the program so we can properly evaluate our options and develop the most cost effective and efficient solution.

The stakeholders that are willing to participate will have a unique opportunity to shape the program for the entire community. Together, we can build a partnership in the continued development of San Antonio!

Survey Data (abridged)

GRAPHICAL RESULTS

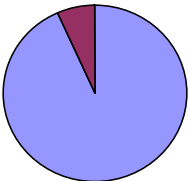
Here is some of the actual results from our survey. We are working to incorporate all feedback into building a great solution!

PDSD's Mission Statement:

To facilitate the orderly and safe development of our City through responsive customer service.



Would it be useful for Planning and Development Services to accept plans in electronic format?

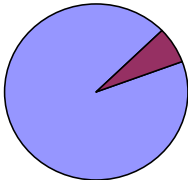


■ Yes ■ No

Yes	99	93.40%
No	7	6.60%
Total	106	

% Favorable	% Unfavorable
93.40%	6.60%

Do you feel this benefit would provide a valuable service if offered?

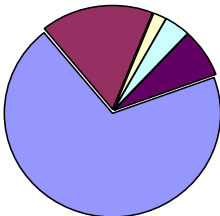


■ Yes ■ No

Yes	98	93.33%
No	7	6.67%
Total	105	

% Favorable	% Unfavorable
93.33%	6.67%

How likely are you to use this service, if made available here?

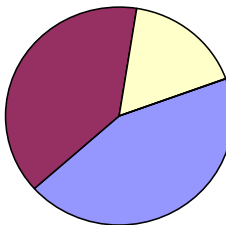


■ Very Likely
■ Likely
■ Unlikely
■ Very Unlikely
■ NR - No response

Very Likely	74	69.81%
Likely	18	16.98%
Unlikely	2	1.89%
Very Unlikely	4	3.77%
NR - No response	8	7.55%
Total	106	

% Favorable	% Unfavorable
93.88%	6.12%

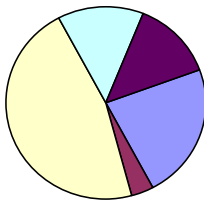
If likely, what is the main reason you would use it?



■ Convenience
■ Cost Savings
■ Ease of Replacement
■ N/A - Not applicable
■ NR - No response

Convenience	75	82.42%
Cost Savings	67	73.63%
Ease of Replacement	29	31.87%
N/A - Not applicable	5	
NR - No response	10	
Other	15	

If Planning and Development Services accepted plans in electronic format, which delivery method for files would be most useful?



■ Recordable medium
■ Flash Drive
■ File Transfer Protocol
■ Other
■ NR - No response

Recordable medium	24	22.64%
Flash Drive	4	3.77%
File Transfer Protocol	49	46.23%
Other	15	14.15%
NR - No response	14	13.21%
Total	106	